



DYMALLY-ALATORRE BILINGUAL SERVICES ACT RESPONSIBILITIES OF LANGUAGE SURVEY COORDINATOR

Each department Director/Executive Officer was asked to assign a language survey coordinator to be charged with the responsibility to ensure the department conducts an accurate survey of its units and public contacts. The Directors/Executive Officers submit to the SPB the “Departmental Information” Form (Form A). Form A is used to collect the information of the department’s Language Survey Coordinator responsible for the department’s 2003-2004 Language Survey. Form A also identifies the two-week survey period as well as whether or not the department will request an exemption from participating in the survey.

Language Survey Coordinator Role

1. To attend all of the training sessions developed by the SPB to assist in complying with the Act and connecting with the survey on-line system.
2. To ensure the department understands the importance of the participation in the language survey.
3. To ensure training is provided to all public contact employees on the importance of the survey.
4. To take the training material packet provided by the SPB and make available to identified reporting assistance/regional coordinators to train its public contact employees.
5. To conduct the language survey at time periods during one week that is considered “a peak” week where it receives a high number of contacts and during a “normal” week. The language survey coordinator can contact the SPB to determine when the department conducted the last survey.
6. To monitoring the entire survey process for accuracy.
7. To ensure that the department collects accurate data in its units.

8. To ensure all public contact employees participate in the survey and that there is record that all public contact employees claiming to be certified in a second language are on file. The language survey coordinator can contact the department's Personnel Office to verify if there is record that these public contact employees have passed the oral fluency exam through an authorized entity. Also, upon request and a minimal fee, the State Controller's Office can provide the department with a report that identifies each certified bilingual employee receiving bilingual pay.
9. To ensure that all language survey forms are completed correctly.
10. To ensure that all information is entered accurately into the survey on-line system.
11. To submit the language survey data/reports to the SPB no later than March 31, 2004. **NO EXTENSIONS CAN BE GRANTED.** The SPB will send a memo to any department Director/Executive Officer who does not meet the statutory deadline informing them of their responsibility under the Act.